



Tennessee Regulatory Authority

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TRA Approves “2-1-1” Community Access and Referral Line for Chattanooga area

Nashville, Tennessee – Community information and referral services will soon be just three short telephone digits away for the city of Chattanooga and its surrounding areas.

The Tennessee Regulatory Authority (TRA) today approved the request by the United Way of Greater Chattanooga Center for Nonprofits to implement “2-1-1” telecommunications services for Hamilton and Rhea counties.

The 2-1-1 dialing code was established by the Federal Communications Commission (FCC) in 1992 to provide communities with an alternative and abbreviated way of accessing community information. The FCC order, released on July 31, 2000, restricts the use of the code to providing community information and referral services.

“We are pleased to approve United Way’s request for 2-1-1 services. We sincerely believe that providing an alternative means of accessing the area’s community information and referral service will be of great value to the citizens of Chattanooga,” **said TRA Chairman Sara Kyle.**

Today’s approval for 2-1-1 dialing is the third such request granted by the TRA in the past year. In March of 2002, the TRA granted 2-1-1 dialing approval to “Contact-Concern” and “Contact Ministries.” Both organizations, located in the northeast Tennessee Tri-Cities area, provide support and assistance to persons in need.

For more information about the 2-1-1 community information line for the Chattanooga area, contact the United Way of Greater Chattanooga at (423) 752-0300.

The Tennessee Regulatory Authority (TRA) provides regulatory oversight to Tennessee’s investor-owned public utilities. The TRA’s jurisdiction includes approximately 1200 utility providers including the intrastate transmission of natural gas. For more information about the TRA, please visit our web site at www.state.tn.us/tra.

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